Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Agriculture and Food	5 0	75 59	1 0	81 59
Customer Company Total	5 0	75 59	1 0	81 59

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Agriculture and Food	5 0	75 5	1 1	81 6
Customer Company Total	5 0	75 5	1 1	81 6

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Agriculture and Food	5 0.32	75 0.26	1 11.15	81 0.40
Customer Company Total	5 0.32	75 0.26	1 11.15	81 0.40

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Agriculture and Food	5 0	75 3	1 1	81 4
Customer Company Total	5 0	75 3	1 1	81 4

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents			
	Bottom Number - Average time in hours			
Customer Company	**High**	**Low**	**Medium**	**ATTR Total**
Agriculture and Food	5 0.45	75 2.47	1 11.15	81 2.51
Customer Company Total	5 0.45	75 2.47	1 11.15	81 2.51

Agriculture and Food

Detail

INC000000280693	Stephen Ogilvie	None	None	None		TIR Missed:	Yes	TIR:	1.93
Campus Networking	Jordy Davis	Agriculture and Food		Low	Closed	TTR Missed:	Yes	TTR:	149.69
INC000000288316	Trudy Casey	Application	Error	Financial Information Network		TIR Missed:	No	TIR:	0.74
Metro D Desktop Support	Jon Hager	Agriculture and Food		High	Closed	TTR Missed:	No	TTR:	
INC000000288316	Trudy Casey	Application	Error	Financial Information Network		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food		High	Closed	TTR Missed:	No	TTR:	
INC000000288492	Mark Martin	PC/Laptop	Performance	None		TIR Missed:	Yes	TIR:	11.15
Metro D Desktop Support	Jon Hager	Agriculture and Food		Medium	Closed	TTR Missed:	Yes	TTR:	11.15
INC000000290307	Randy Jenson	Application	Error	None		TIR Missed:	Yes	TIR:	2.12
Metro D Desktop Support	Jon Hager	Agriculture and Food		Low	Closed	TTR Missed:	No	TTR:	2.61
INC000000290577	Sara Lealos	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000290586	Leonard Blackham	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000290631	Bruce King	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000290642	Virginia Sligting	Network	Incident	None		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000290645	Ben Farr	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000290652	Jack Wilbur	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000290676	Arlene Thatcher	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000290680	Bill Hopkin	Application	Reporting	Novell GroupWise 32-bit Windo		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000290682	Mark Martin	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000290690	Ben Farr	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food		Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000291068	Therese Aschkenase	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food		Low	Closed	TTR Missed:	No	TTR:	0.00

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INC000000292156	Therese Aschkenase	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000292163	Pat Nelson	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293027	Jennifer Sung	Network	Password	Novell GroupWise 32-bit Windo		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293043	Virginia Sligting	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293046	Clint Burfitt	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293063	Virginia Sligting	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293067	Linda Lewis	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293071	Roberta Valdez	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293074	Pat Nelson	Application	Reporting	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000293076	Jed Christenson	PC/Laptop	Password	PGP		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	
INC000000293079	Ben Farr	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.50
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.50
INC000000293126	William Boyce	Mobile Devices	None	Droid		TIR Missed: No	TIR:	0.00
	Help Desk	Sarah Johnson	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	2.01
INC000000293677	Linda Lewis	Application	None	None		TIR Missed: No	TIR:	0.32
	Application Support	Ken Gee	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000294300	Roy Gunnell	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000294362	Nancy Betzing	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295220	Ben Farr	Application	Password	PGP		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295243	Jed Christenson	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00

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INC000000295246	Jed Christenson	Application	Password	PGP		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000295249	Roberta Valdez	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000296165	George A Wilson Jr	Telecom	Hardware	Telephone		TIR Missed: No	TIR:	0.12
	Voice Operations	Annette Nielsen	Agriculture and Food	High	Closed	TTR Missed: No	TTR:	0.28
INC000000296317	Ben Farr	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000296320	Shelly Jensen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000296324	Larry Lewis	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000296327	Grant Tidwell	Network	Password	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000296329	Larry Lewis	Storage	Stand Alone	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000296334	Bruce King	Application	Password	PGP		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	
INC000000297253	Therese Aschkenase	Application	Error	Novell GroupWise 32-bit Window		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297257	Claudette Walcott	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297259	James Ong	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297265	Claudette Walcott	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297271	Ben Farr	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000297430	Don McClellan	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000297691	Deb Devey	Application	Error	Microsoft Access		TIR Missed: Yes	TIR:	1.66
	Metro D Hosting	Randy Taylor	Agriculture and Food	Low	Resolved	TTR Missed: Yes	TTR:	7.13
INC000000298414	Ben Farr	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00

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INC000000298418	Bruce King	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000298434	Deb Devey	Network	Incident	None		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000299363	Stephen Ogilvie	None	None	None		TIR Missed:	No	TIR:	0.33
Metro D Hosting	Benjamin Goodrich		Agriculture and Food	High	Resolved	TTR Missed:	No	TTR:	0.63
INC000000299864	Kathleen Clarke	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000299869	Kim Concepcion	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000300014	Thayne Mickelson	None	None	None		TIR Missed:	Yes	TIR:	1.17
Application Services	Dustin Crump		Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	2.41
INC000000300110	Sharon Simonson	Application	Error	None		TIR Missed:	No	TIR:	0.28
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.28
INC000000300774	Joyce Baggs	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
Metro D Help Desk	John Robinson		Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000300783	Randy Jenson	Application	Error	None		TIR Missed:	Yes	TIR:	9.54
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed:	Yes	TTR:	9.54
INC000000301046	Rebecca Nielsen	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.25
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	2.06
INC000000301428	Carla Johnson	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000301439	Lewis Ekstrom	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	
INC000000301445	Joyce Baggs	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000301452	Shelly Jensen	Application	Reporting	Avery LabelPro		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000301462	Noel McSpadden Jr	PC/Laptop	Performance	Microsoft Windows XP Professic		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000301470	Shelley R Walker	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000302448	Kathleen Mathews	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager		Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000302467	Carla Johnson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303440	Trudy Casey	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303442	Bruce King	Application	Error	Human Resource Enterprise		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000303837	Stephen Ogilvie	Application	Reporting	Microsoft Office		TIR Missed: No	TIR:	0.50
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.50
INC000000304163	Claudette Walcott	Server	Error	None		TIR Missed: No	TIR:	0.68
Help Desk	Vicky Marrelli	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000304163	Claudette Walcott	Server	Error	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000304164	Stephen Ogilvie	Network	Performance	None		TIR Missed: No	TIR:	0.43
Metro D Hosting	Benjamin Goodrich	Agriculture and Food	High	Resolved	TTR Missed: No	TTR:	0.43
INC000000304392	Sharon Simonson	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000304397	Nancy Heath	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000304399	Don McClellan	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000304404	Kristopher Watson	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000304706	Donald Nerdin	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.86
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.86
INC000000305397	Shelly Jensen	Application	Error	Adobe Reader		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000305401	Jack Wilbur	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00